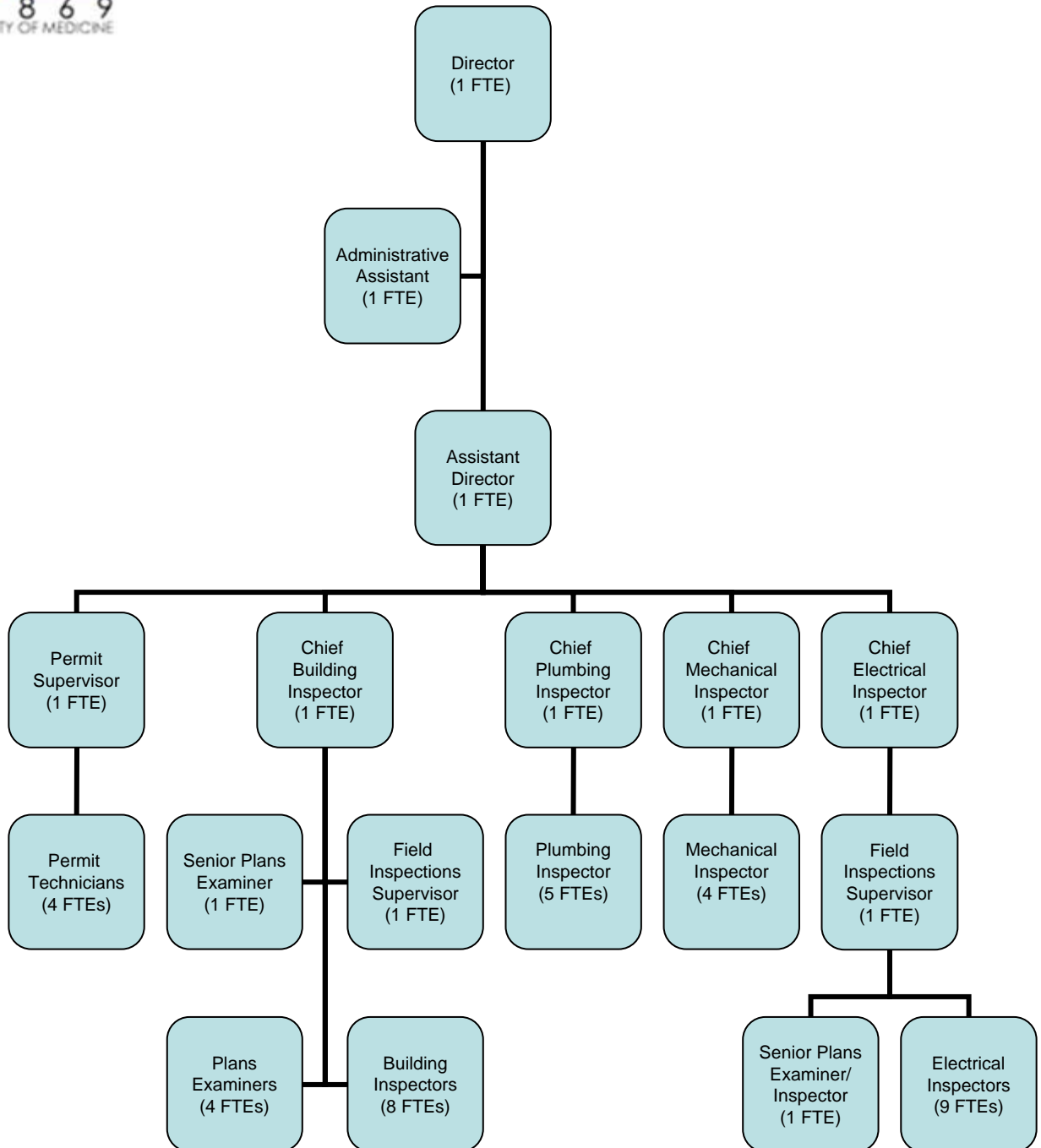




# Durham City/County Inspections (46 FTEs)



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## DURHAM CITY/COUNTY INSPECTIONS

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### **Mission:**

To provide a cost effective level of service designed to assure the adequate protection of the health and safety of the citizens of the City and County of Durham through assertive enforcement of the various State building, electrical, plumbing, mechanical and fire codes and local zoning ordinances.

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### PROGRAM DESCRIPTION

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#### **Inspection Services**

**\$3,423,945**

**46 FTEs**

The City/County Inspections Department is a merged City and County Department that administers and enforces the North Carolina State Building Codes and Durham City/County Zoning Ordinances. State Law mandates the inspection of all building construction for the purpose of enforcing the various construction codes, thereby assuring the adequate protection of the general public's health and safety. In addition, the City and County regulate development through the Unified Development Ordinance.

The City/County Inspections Department receives permit applications for all construction trades (building, electrical, plumbing, mechanical and signs), reviews plans and specifications (including Fire Prevention plan reviews), issues permits for all construction activity and follows up with field inspections to determine compliance with all applicable codes and the Unified Development Ordinance. The department also provides day care facility inspections, semi-annual inspections of all public schools, inspections for Durham Housing Authority, follow-up inspections in response to citizens' concerns, Board of Adjustment case reviews, Development Review Board case reviews and rezoning case reviews.

The current level of service supports economic development activities that increase citizen access to high quality jobs while increasing the City's tax base (and leading to a prosperous economy) by providing assistance to encourage new and existing development and by providing prompt and efficient professional plan review and inspection services. In addition, the current level of service provides assistance with efforts to improve the livability of the City (encouraging sustainable, thriving neighborhoods) by managing the City's growth, protecting and preserving the environment and maximizing the use of public infrastructure by providing plans review and inspections for all renovation/remodeling and new construction activities. This service helps ensure that all residential and commercial construction meets the NC State Building Codes for safety and health, as well as complying with the Unified Development Ordinance requirements, which are structured to preserve and protect the environment.

To assist the Department of Neighborhood Improvement Services in their efforts to eliminate substandard housing (leading to adequate, safe, and affordable housing), the Inspections Department provides electrical, plumbing and mechanical inspections for these projects. In addition, the electrical inspectors have been assisting with the "Neighborhood Sweeps" program (Code Enforcement Nuisance Abatement Team) initiated in the City Manager's Office.

In a continuing effort to do their part in assisting with the reduction of crime in Durham (to assist in ensuring that all Durham citizens are safe) the field inspectors in the Inspections Department have been trained to recognize potential crime situations so that they can report any suspicious activities directly to 911 by using their cellular phones. In addition, the Inspections Department has completed another update class with the Police Department on "Eyes and Ears," which included information on gang-related activity and recognition of suspicious activity. An additional update training class is currently being coordinated with the Police Department and is scheduled to take place during FY08.

A new initiative the Inspections Department implemented during FY06 (in cooperation with the Police Department and the 911 Center) allows the 911 Center to send text messages over the Department's cell phones when a crime has occurred and they need field inspectors to be on the lookout for a suspect or a vehicle involved in a crime.

Another way that the Inspections Department supports the goal of ensuring that all Durham citizens are safe is through the electrical field inspections of all public schools twice a year.

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## RESOURCE ALLOCATION

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	Actual FY 2005-06	Adopted FY 2006-07	Estimated FY 2006-07	Adopted FY 2007-08	Change
Appropriations					
Personal Services	\$ 2,775,713	\$ 2,891,560	\$ 2,998,069	\$ 3,114,930	7.7%
Operating	200,689	270,806	270,806	309,015	14.1%
Capital	-	-	-	-	0.0%
Total Appropriations	\$ 2,976,402	\$ 3,162,366	\$ 3,268,875	\$ 3,423,945	8.3%
Full Time Equivalents	46	46	46	46	-
Part Time	3	3	3	3	-
Revenues					
Discretionary	\$ (1,266,219)	\$ (972,977)	\$ (620,759)	\$ (465,689)	-52.1%
Program	4,242,621	4,135,343	3,889,634	3,889,634	-5.9%
Total Revenues	\$ 2,976,402	\$ 3,162,366	\$ 3,268,875	\$ 3,423,945	8.3%

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## BUDGET ISSUES FOR FY 2007-08

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- Completion of the One-Stop Shop software initiative, including the implementation of hand-held computers in the field, Interactive Voice Response System, and WEB interface. Implementation was delayed due to the bankruptcy of the original vendor.
- Training for newly adopted Codes.

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## UNFUNDED OR UNDERFUNDED ITEMS

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| • Leadership in Energy and Environmental Design (LEED) 1 FTE and program start-up costs | \$90,482 |
| • Additional staff to support development review process improvements                   | \$33,942 |

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## COMPLETED INITIATIVES FOR FY 2006-07

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- Inspected all public schools and new daycare facilities.
- Conducted requested inspections within 24 hours 90% of the time.
- Reviewed 90% of all residential plans within 5 working days.
- Maintained 100% compliance with the Fleet preventive maintenance program.
- Performed 2 quality assurance inspections for each inspector each month.
- Provided two bi-lingual employees in the Administrative Division and one bi-lingual employee in the Plan Review Division.
- Participated in economic development projects such as Motricity, Duke Corporate Education, Merck Pharmaceutical, West Village Phase II, Durham Performing Arts Center, the Farmer's Market Pavilion, Barnes Avenue, Northgate Mall renovations, Kestrel Heights Private School, Duke Emergency Room addition and Surgical Facility addition.
- Participated in the City Manager's Code Enforcement Nuisance Abatement Team initiative.
- Cross-trained Plans Review Examiners between Fire Prevention and Building Inspections certification.
- Provided building certification training for Permit Technicians.
- Participated in software development for the One-Stop Shop initiative.
- Assisted with the Habitat for Humanity Housing Blitz.
- Participated in planning and implementation of the "Front Porch Neighbors" project.
- Successfully proposed code changes to the National Electrical Code.
- Participated in 911 and Police Department text messaging programs that alerts field inspectors about break-ins, robberies, etc.
- Completed implementation and training for Unified Development Ordinance.
- Completed implementation of State-required continuing education requirements for inspectors.
- Received International Code Council Certification for Permit Processing for 1 Permit Technician.

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**DEPARTMENT INITIATIVES FOR FY 2007-08**

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- Employ a summer youth intern as a participant in the Mayor's Summer Youth Program.
- Assist in the reduction of the incidence of crime through participation in the Eyes and Ears program, provide updated training and continue with participation in the text-messaging initiative with the Police Department and the 911 Center.
- Assist with enforcement provisions of the Resource Protection Ordinance.
- Assist with completion and implementation of One-Stop Shop software initiative.
- Full utilization of hand-held computers in the field.
- Continue training for new code changes in the International Building Code.
- Assist with Pothole Hotline program (field inspectors will report potholes).
- Assist with Keep Durham Beautiful program (field inspectors will report violations).

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**GOALS, OBJECTIVES & STRATEGIES FOR FY 2007-08**

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**GOAL:** *To provide for the safety and health of citizens by ensuring that all construction meets the North Carolina State Building Codes.*

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**OBJECTIVE:** To perform two quality control inspections per inspector per month.

**STRATEGY:** Appropriate Chief Inspector/Field Supervisor will report status of quality control inspections monthly during Departmental staff meetings.

<b>MEASURES:</b>	<b>Actual FY 2006</b>	<b>Adopted FY 2007</b>	<b>Estimated FY 2007</b>	<b>Adopted FY 2008</b>
Quality control inspections per inspector per month	2.6	2.0	2.3	2.0
% Inspections found to be accurate	99%	98%	99%	98%

**GOAL:** *To provide accurate and prompt plan review.*

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**OBJECTIVE:** To review 90% of all residential plans within 5 working days.

**STRATEGY:** Utilize express review program. The status will be reported monthly during departmental staff meetings.

<b>MEASURES:</b>	<b>Actual FY 2006</b>	<b>Adopted FY 2007</b>	<b>Estimated FY 2007</b>	<b>Adopted FY 2008</b>
% Residential plans reviewed in 5 days	92.4%	90%	90%	90%
% Plan errors found in field	0.5%	1%	0.6%	1%

**GOAL:** *To provide timely response to customer requests.*

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**OBJECTIVE:** To respond to requested inspections within 24 hours 90% of the time.

**STRATEGY:** Appropriate Chief Inspector/Field Supervisor will report status of response time monthly during departmental staff meetings.

<b>MEASURES:</b>	<b>Actual FY 2006</b>	<b>Adopted FY 2007</b>	<b>Estimated FY 2007</b>	<b>Adopted FY 2008</b>
% Inspections performed within 24 hours	93.7%	90%	90%	90%
Inspections per inspector per day	17	15	16	15